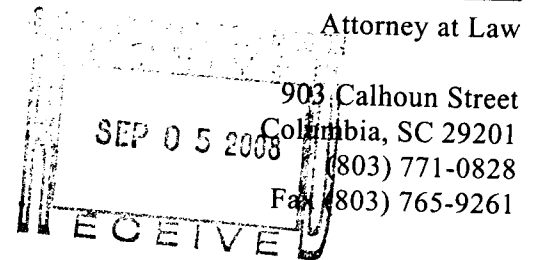


**Laura P. Valtorta**

September 4, 2008

The Hon. Charles Terreni  
Chief Clerk/Administrator  
SC Public Service Commission  
101 Executive Center Drive, Suite 100  
Columbia, SC 29210



RE: Carolina Water Service; docket number 2006-92-WS  
REMAND FROM THE SOUTH CAROLINA SUPREME COURT  
DATED SEPTEMBER 3, 2008

Dear Mr. Terreni:

Today I received the order from the South Carolina Supreme Court remanding this case to the Public Service Commission for a decision on the settlement agreement regarding a rate hike for our water/sewer service. That settlement agreement was made surreptitiously between the SC Office of Regulatory Staff and Carolina Water Service.

I filed an amicus brief on behalf of Forty Love Point in the SC Supreme Court. We oppose any rate hike.

We are in support of your original order rejecting the settlement agreement and requesting further information. (Order number 2006-543 dated October 2, 2006). It is entitled Order Rejecting Settlement and Denying Application for an Increase in Rates and Charges. We support this order because it attempts to hold Carolina Water Service accountable.

In your directive of September 6, 2006, you requested that Carolina Water Service provide information regarding:

- \* Uniform rate structure used by CWS,
- \* Sewer backups,
- \* Flat rate fee structure for sewerage services,
- \* Rate case expenses claimed in the proposed Settlement Agreement,
- \* Information regarding DHEC violations.

None of this information was provided. The Public Service Commission has the right and the duty to obtain this information from Carolina Water Service.

In my research at DHEC, I found that CWS had a DHEC violation resulting from the December 27, 2006 survey. That report is attached. The results for our area, the Indian Fork area were "needs improvement." There is no evidence at DHEC that CWS ever corrected this problem or responded to this report.

On August 28, 2008 we had a "boil water" advisory that lasted 2 days due to a water line breaking. We lost water service for a few hours. This happens about every 3-6 months in our neighborhood. Here are additional, continuing complaints from consumers:

1. HIGH MINERAL CONTENT. Residents complain that their kitchen fixtures, glass shower stalls and plumbing fixtures have been ruined by the high calcium and mineral content in the water provided by Carolina Water Service. One six-year resident of the neighborhood notes that he has replaced his toilet valves twice because of the minerals. Many residents are forced to use in-house filtering systems.
2. CHLORINE TASTE AND SMELL. At Forty Love Point, many residents purchase drinking water because the tap water provided by Carolina Water Service tastes bad and smells bad.
3. LACK OF FIRE HYDRANTS. Carolina Water Service does not provide fire hydrants in our neighborhood.
4. LOW PRESSURE. When residents complain to Carolina Water Service about low water pressure in their homes, Carolina Water does nothing to correct the problem.
5. HIGH PRICES. We already pay more than other area residents for water, and the quality of our water is worse. We are totally against a rate increase.

The Office of Regulatory Staff is not addressing our concerns as consumers. We feel they are not representing us adequately.

Currently we are paying higher water prices because of a bond that CWS issued in accordance with South Carolina Code Section 58-2-240 (D). We want CWS to pay us back this money! Our water/sewer service is poor. We should NOT pay higher prices.

Sincerely,

*Laura P. Valtorta*

Laura P. Valtorta  
Forty Love Point Homeowners' Association

Cc: Nathan Ballentine  
John Spratt

THE STATE OF SOUTH CAROLINA  
In the SUPREME COURT

---

APPEAL FROM THE PUBLIC SERVICE COMMISSION  
OF SOUTH CAROLINA

---

Docket no. 2006- 92-W/S

South Carolina Office of Regulatory Staff.....Appellant  
v.

Carolina Water Service, Inc.....Respondent

---

AMENDED NOTICE OF MOTION AND MOTION TO  
FILE AN AMICUS CURIAE BRIEF

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Pursuant to Rule 213 of the South Carolina Appellate Court Rules, the Forty Love Point Homeowners' Association [hereinafter "Forty Love HOA"] moves to file an Amicus Curiae Brief in the above-captioned matter. This motion is filed by and through the undersigned Forty Love HOA Vice President, Laura P. Valtorta, Attorney at Law.

The Forty Love Homeowners' Association wishes to present the attached affidavits to the Supreme Court as a further argument against the rate increase requested by Carolina Water Service.

In December 2006 and January 2007, Forty Love HOA requested from South Carolina DHEC a list of Carolina Water Services' DHEC violations in our neighborhood for the past five years. As of yet, this Freedom of Information Act Request has not been answered. If leave to file the full brief is granted, these DHEC violations would be a part of that brief. If DHEC fails to respond, that would be an issue, since Carolina Water Service argues that DHEC violations should be kept secret from the consumer.

The reasons for this motion are as follows:

1. **PROBLEMS WITH WATER AND SEWER SERVICE:** Forty Love residents have long expressed dissatisfaction with the water and sewer service provided by Carolina Water Service [CWS]. We were present at the meeting before the Public Service Commission on September 7, 2006 and expressed total

opposition to the rate increase requested by Carolina Water Service, based on the poor quality of the water, the problems with water pressure, new construction in our neighborhood which has allegedly resulted in a SC DHEC moratorium on taps installed by CWS, stench from the sewer service, and problems with service.

2. **UNSATISFACTORY REPRESENTATION BY THE SC OFFICE OF REGULATORY STAFF:** In this appeal to the Supreme Court, the Office of Regulatory Staff fails to represent the interests of the Forty Love HOA. We are in support of the orders put forth by the S.C. Public Service Commission on this matter. See S.C. Code 58-4-10.

a. Forty Love HOA argues that CWS needs to be held accountable for its actions, and needs to provide to the public and to the Public Service Commission information on such matters as the subdivisions serviced by CWS and the rates charged for water and sewer to each subdivision (Appellant's motion, EXHIBIT A, page 2).

b. The Commission does have the right and the obligation to rely on public testimony and public opinion in reaching its decisions (Appellant's Motion, Exhibit C, page 12). The Commission must evaluate from public testimony whether or not CWS is providing adequate water service in accordance with S.C. Code 58-5-710 et ff.

c. Forty Love HOA does need to review data regarding upgrades CWS has made to its infrastructure, particularly because we are experiencing tremendous growth in our area. (Appellant's Motion, Exhibit C).

d. Information with regard to SC DHEC violations by CWS need to be made public, particularly to customers of CWS (Appellant's Motion, EXHIBIT C, pp. 28-29).

3. **INADEQUATE NOTICE OF PROPOSED RATE INCREASE SETTLEMENT:** At the public hearing on September 7, 2006, Forty Love HOA was surprised to discover that a settlement proposal had been worked out between the Office of Regulatory Staff and CWS. The proposed settlement was more than 100 pages long. No notice of this had been provided to complainants, even though ORS had notice beforehand that Forty Love HOA would testify at the hearing.

4. **HOMEOWNERS WISH TO SUBMIT AFFIDAVITS WITH REGARD TO ONGOING PROBLEMS WITH CWS.** These affidavits are attached.

Respectfully submitted by,

**HOME**

223 Forty Love Point Drive  
Chapin, SC 29036

*Laura P. Valtorta*

Laura P. Valtorta, Esquire  
FORTY LOVE POINT HOA  
903 Calhoun Street  
Columbia, SC 29201  
(803) 771-0828

Other Counsel of Record:  
John M.S. Hoefer, Esquire  
Benjamin P. Mustian, Esquire  
Willoughby & Hoefer, P.A.  
930 Richland Street  
P.O. Box 8416  
Columbia, SC 29202-8416  
803-252-3300  
Attorneys for Respondent  
Carolina Water Service, Inc.

C. Dukes Scott, Esquire  
Florence P. Belser, Esquire  
Nanette S. Edwards, Esquire  
South Carolina Office of Regulatory Staff  
P.O. Box 11263  
Columbia, SC 29211  
803-737-0877  
Attorneys for Appellant  
South Carolina Office of Regulatory Staff.

Charles L.A. Terreni, Esquire  
Chief Clerk & Administrator  
Public Service Commission of South Carolina  
101 Executive Center Drive  
Columbia, SC 29210

STATE OF SOUTH CAROLINA )  
COUNTY OF RICHLAND )

AFFIDAVIT

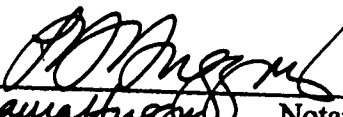
Before me, the undersigned Notary, Laurie Huggins, on the 14 day of February, 2007, personally appeared the undersigned affiant, JOHN G. WILLIAMS, who being first duly sworn by me on his/her oath, deposes and says the following:

1. I am a resident of the aforementioned county and reside at 121 Match Point Drive, Chapin, SC, 29036. Carolina Water Service ("CWS") provides the water service for my residence.
2. I believe CWS should not receive the rate increase it requested of the Public Service Commission in the fall of 2006 because of the following recurring problems or concerns with the water service CWS provides: 1) the entire summer of 2007 there was a constant problem with water pressure and a continuous mixture of air and water. CWS did not respond to the complaints and did not return phone calls. Further investigation revealed that CWS which is supposed to have 7 tanks servicing this area was operating (or should I say not operating) with only two – this is truly negligence on their part. 2) The quality of water provided by CWS is awful – we do not drink it for fear of developing health problems. The water etches glass, stains marble and destroys the surface of metal faucets, drains, etc. 3) CWS installed a tank and station just off Hiller Road and the stench in horrendous. Numerous complaints to CWS from neighbors have been futile. 4) There have been numerous incidents over the three years where service was interrupted and water boiling advisories were issued. The most recent was February 8, 2007. This is a constant problem for CWS.
3. This is one of the most non-responsive, irresponsible companies I have ever dealt with. The situation reminds me of the contaminated water that the poor residents of lower Richland County tolerated for so long. I would like to find that we have not suffered the same consequences, however, I would not be surprised. It is blatantly obvious that CWS has not put forth the effort to provide a quality product and if it were not for this "protected territory" and a lack of competition, CWS would be out of business. I would strongly advise the Public Service Commission, DHEC, and any other regulatory agency, to take a hard look at CWS and also please consider pulling their license to operate and switch this service area over to Columbia City Water Service. Columbia City Water Service is now in close proximity to our area and I personally would agree to a special assessment just to get quality water that is safe and provided by a reliable entity.

Print Name: JOHN G. WILLIAMS

Signature: 

Subscribed and sworn to before me  
This 14 day of February 2007.

  
Laurel Huggins, Notary Public  
For the State of South Carolina  
My commission expires: 5/26/08



STATE OF SOUTH CAROLINA )  
COUNTY OF RICHLAND )

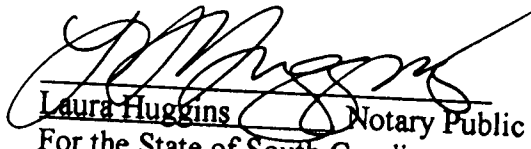
AFFIDAVIT

Before me, the undersigned Notary, Laura Huggins, on the 14 day of February, 2007, personally appeared the undersigned affiant, Giles Huggins, who being first duly sworn by me on his/her oath, deposes and says the following:

1. I am a resident of the aforementioned county and reside at 12 Deuce Court, Chapin, SC, 29036. Carolina Water Service ("CWS") provides the water service for my residence.
2. I believe CWS should not receive the rate increase it requested of the Public Service Commission in the fall of 2006 because of the following recurring problems or concerns with the water service CWS provides: (1) Failure to notify residents properly of routine scheduled maintenance, (2) Failure to properly notify residents when a "boil restriction" is lifted (3) continual damage to household fixtures caused by condition of water; (4) frequently occurring low water pressure (5) water continues to be cloudy (6) I request our water system be connected to the City of Columbia Water supply.
3. I have attempted to contact CWS to remedy one or more of the aforementioned problems, with little to no success. List dates and contact names of CWS representatives if available: Thursday, February 8<sup>th</sup>, 2007 (no call back during water outage situation through Monday, February 12, 2007; Supplied phone number contact information with online bill payment in the memo section of the bank payment for several months including the following bills dated: 9/28/2006; 10/18/2006; 11/30/2006; 1/8/2007; 1/31/2007

  
Print Name Giles Huggins

Subscribed and sworn to before me  
This 14 day of February 2007.

  
Laura Huggins Notary Public  
For the State of South Carolina  
My commission expires: 5/26/2008

February 16, 2007

Chad Campbell  
Office of Regulatory Staff  
P.O. Box 11263  
Columbia, SC 29211  
803 737-5194  
803 737-4750 fax

Subject: Carolina Water incompetence continues

Good Morning Chad,

I believe you assured me last Thursday you had personally given Carolina Water my Service Address Telephone #. As I told you on Monday I never received a call from them in person or automated. As of today I still have not received a call.

Much to my dismay last night when I opened the Carolina Water bill dated 2/12/2007 (Monday). There is another request for the phone number in the \*\*\*\*\*Important Customer Information\*\*\*\*\* section. I have attached the bill. The Service Address Telephone # under our name is still blank!

Maybe you can call them again.

Sincerely,



Mary Anne Huggins  
12 Deuce Court  
Forty Love Point  
Chapin, SC 29036  
803 781-5921

P.S. 1) I would very much like to see our water supply changed to City of Columbia. They are right down the road from us in Village of Hilton.  
(2) Our water is still cloudy

February 16, 2007

Chad Campbell  
Office of Regulatory Staff  
P.O. Box 11263  
Columbia, SC 29211  
803 737-5194  
803 737-4750 fax

Subject: Carolina Water event Thursday, February 8, 2007

Dear Mr. Campbell,

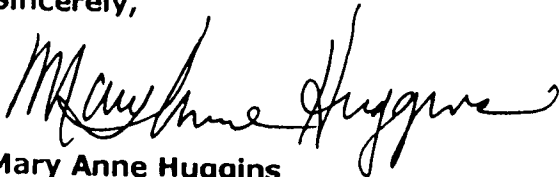
This letter is to follow up, in writing, the chain of events that occurred during Carolina Water's "scheduled" maintenance event which was "unscheduled" in the eyes of most Forty Love Point residents. Here is a recap of the unfortunate events that occurred:

1. Household at 12 Deuce Court did not receive notification via the new automated response system although our service address phone number has been sent to them with the past four bill payments.
2. In the past, residents have been notified via signs in the neighborhood. There was NO notification of a change in the "notification" system.
3. After contact personally by you, Carolina Water has, to this date, not given this household a call via automated system or in person.
4. It required your intervention on Thursday to have signs put up in the neighborhood alerting residents of the outage and "boil water" restriction.
5. This outage potentially impacted the health of our citizens, especially the infirmed, pregnant women and our children.
6. Late notification to most residents, including me, that a "boil water" restriction was in place. We only found out by talking to you.
7. No notification to this household that the "boil water restriction" had been lifted other than a sign in the neighborhood that I did not see until Sunday night.
8. To this date, no follow-up by Carolina Water to rectify this situation.

Since water is a requirement to life, I am formally requesting the water system supplying Forty Love Point be switched to the system run by the City of Columbia. The City of Columbia services the Villages of Hilton right down the road.

Please keep me updated on the resolution to the blatant disrespect for the public health safety of our citizens by a regulated utility.

Sincerely,



Mary Anne Huggins  
12 Deuce Court  
Forty Love Point  
Chapin, SC 29036  
803 781-5921

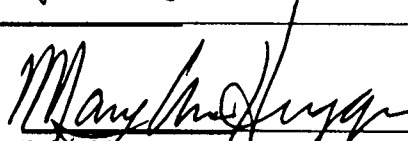
CC: Michele Culbreat, DHEC, P.O. Box 156, State Park, SC 29147

STATE OF SOUTH CAROLINA )  
 )  
COUNTY OF RICHLAND )

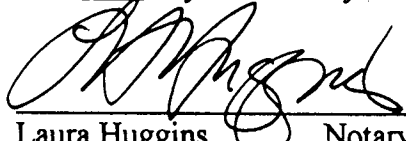
AFFIDAVIT

Before me, the undersigned Notary, Laura Huggins, on the 14 day of February, 2007, personally appeared the undersigned affiant, Mary Anne Huggins, who being first duly sworn by me on his/her oath, deposes and says the following:

1. I am a resident of the aforementioned county and reside at 12 Deuce Court, Chapin, SC, 29036. Carolina Water Service ("CWS") provides the water service for my residence.
2. I believe CWS should not receive the rate increase it requested of the Public Service Commission in the fall of 2006 because of the following recurring problems or concerns with the water service CWS provides: (1) Failure to notify residents properly of routine scheduled maintenance, (2) Failure to properly notify residents when a "boil restriction" is lifted (3) continual damage to household fixtures caused by condition of water; (4) frequently occurring low water pressure (5) water continues to be cloudy  
(6) I request our water system to be connected to the City of Columbia water supply.
3. I have attempted to contact CWS to remedy one or more of the aforementioned problems, with little to no success. List dates and contact names of CWS representatives if available: Thursday, February 8<sup>th</sup>, 2007 (no call back during water outage situation through Monday, February 12, 2007; Supplied phone number contact information with online bill payment in the memo section of the bank payment for several months including the following bills dated: 9/28/2006; 10/18/2006; 11/30/2006; 1/8/2007; 1/31/2007  
Letters to Office of Regulatory Staff and DHEC dated February 16, 2007.

  
Print Name: Mary Anne Huggins

Subscribed and sworn to before me  
This 14 day of February 2007.

  
Laura Huggins, Notary Public  
For the State of South Carolina  
My commission expires: 5/26/2008

STATE OF SOUTH CAROLINA

COUNTY OF RICHLAND

AFFIDAVIT

Before me, the undersigned Notary, Laura P. Valtorta and on the 20<sup>th</sup> day of February, 2007, personally appeared before me the undersigned affiant, **REID RADTKE**, who being first duly sworn by me on his oath, deposes and states as follows:

I AM ABSOLUTELY 100% AGAINST ANY RATE INCREASE FOR CAROLINA WATER SERVICE.

THE FOLLOWING REASONS ARE WHAT HAVE INFLUENCED MY OPINION:

- 1) THE WATER HAS RUINED THE APPEARANCE OF ALL FAUCETS AND FIXTURES. THE WATER LEAVES A NON-CLEANABLE RESIDUE ON THESE.
- 2) WATER IS UNDRINKABLE DUE TO ITS CHLORINE CONTENT AND SMELL.
- 3) WATER SYSTEM CAN NOT PROVIDE SUFFICIENT PRESSURE TO HAVE FIRE HYDRANTS WHICH IS A RISK TO ALL HOMEOWNERS.
- 4) OVER THE PAST TWO YEARS OF OUR RESIDENCE IN THIS NEIGHBORHOOD WE HAVE BEEN ADVISED BY CAROLINA WATER WITH APPROXIMATELY 4 NOTICES OF CONTAMINATED WATER AND TO BOIL THE WATER TO AVOID ANY ILLNESS.
- 5) THE QUALITY OF THE WATER IS NOT EVEN CLOSE TO THE CITY OF COLUMBIA AND IS OVER 65% HIGHER IN RATE.
- 6) CAROLINA WATER HAS NEVER ADDRESSED ANY OF THE CURRENT PROBLEMS AND GIVEN AN ACTION PLAN FOR IMPROVEMENT. AFTER LIVING IN NEW YORK FOR THE PAST 6 YEARS, I AM SHOCKED BY THE COST OF WATER THAT IS CHARGED FOR THIS AREA AND FIND IT CRIMINAL TO SAY THE LEAST.

Reid R. Radtke

(print name)

Reid R. Radtke

Sworn to and subscribed before me this 20<sup>th</sup> day of February, 2007.

Laura P. Valtorta

Notary public for South Carolina.

My commission expires: March 2, 2013

STATE OF SOUTH CAROLINA )  
 )  
COUNTY OF RICHLAND \_\_\_\_\_ )

AFFIDAVIT

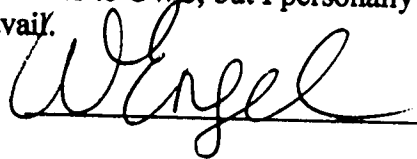
Before me, the undersigned Notary, \_\_\_\_\_, and on the \_\_\_\_\_ day of \_\_\_\_\_, 2007, personally appeared before me the undersigned affiant, **WENDY ENGEL**, who being first duly sworn by me on his/her oath, deposes and states as follows:

1. I am a resident of the aforementioned county and reside at 222 Match Point Drive, Chapin, SC 29036. Carolina Water Service ("CWS") provides the water service for my residence.

2. I believe CWS should not receive the rate increase it requested before the Public Service Commission in 2006 because of the following recurring problems concerns with the water service CWS provides:

- a) POOR WATER PRESSURE numerous times a year.
- b) Mineral content enough to ruin a shower (glass doors), faucets, water heaters and toilets.
- c) BOIL WATER ADVISORIES at least 1-2 times per year.
- d) NO WATER, without notification from CWS.
- e) NO PHONE CALLS from CWS when there was a boil-water advisory on February 8, 2007. We drank the water at my house until we happened to leave the neighborhood and see one sign.
- f) WATER OFTEN SMELLS OF high levels of chlorine or is rust-colored.
- g) Clothing and skin often smells musty due to the water smell.
- h) Family must buy bottled water because we don't like the taste of the water provided by CWS.
- i) RUDE EMPLOYEES at the CWS call center.
- j) PHONE ALERT SYSTEM at CWS failed to alert more than 10 homes in the neighborhood on February 8, 2007, out of approximately 125 homes.
- k) It is also my understanding that the fire hydrants are inadequate and in case of fire, water would have to be pumped out of the lake.

3. As a Board Member, I have not made phone calls to CWS, but I personally know of others who have called to complain, and to no avail.



(print name) \_\_\_\_\_

Sworn to and subscribed before me this 20th day of February 2007.

Laura P. Valtorta  
Notary public for South Carolina

My commission expires: March 2, 2013

STATE OF SOUTH CAROLINA

COUNTY OF RICHLAND

AFFIDAVIT

Before me, the undersigned Notary, Laura Valtorta and on the 18th day of March, 2007, personally appeared before me the undersigned affiant, **NANCY MARCHELE EVANS**, who being first duly sworn by me on his oath, deposes and states as follows:

I AM AGAINST ANY RATE INCREASE FOR CAROLINA WATER SERVICE.

THE FOLLOWING REASONS ARE WHAT HAVE INFLUENCED MY OPINION:

- 1) THE WATER TASTES BAD AND I FILTER IT JUST TO BE ABLE TO DRINK IT.
- 2) THE WATER LEAVES A HEAVY RESIDUE ON PLUMBING FIXTURES AND SHOWERS AND IS VERY HARD TO CLEAN.
- 3) OVER THE PAST THREE YEARS OF MY RESIDENCE IN THIS NEIGHBORHOOD, I HAVE BEEN ADVISED BY CAROLINA WATER WITH AT LEAST 5 NOTICES OF CONTAMINATED WATER AND TO BOIL THE WATER TO AVOID ANY ILLNESS.
- 4) CAROLINA WATER HAS NEVER ADDRESSED ANY OF THE CURRENT PROBLEMS NOR GIVEN AN ACTION PLAN FOR IMPROVEMENT.

Marchele Evans

(print name) Marchele Evans

Sworn to and subscribed before me this 18th day of

March 2007  
Laura P. Valtorta

Notary public for South Carolina.

My commission expires: March 3, 2013

STATE OF SOUTH CAROLINA )  
COUNTY OF RICHLAND )

AFFIDAVIT

Before me, the undersigned, VICKI L. WATT and GARY M. WATTS, who after first being duly sworn, personally appeared before me and state as follows:

**WE ARE ABSOLUTELY AGAINST ANY RATE INCREASE FOR CAROLINA WATER SERVICE FOR THE FOLLOWING REASONS:**

- 1) The water is often cloudy with items floating in it, especially after a "problem has occurred" and we have been told that it was okay to drink. There have been times that our family was uncomfortable even bathing in it, much less drinking it.
- 2) Often the water has a strong chlorine smell, which of course, causes us not to feel comfortable drinking the water.
- 3) A residue is left in all tubs and sinks as a result of the "film" in the water.
- 4) We have been residents of Forty Love Point for four (4) years. We absolutely cannot count the number of times that we have been notified that the water was not safe for drinking, sometimes by neighbors, or neighborhood emails, rather than Carolina Water.
- 5) In January of this year, our sewage backed up and our holding tank is in the front yard. Carolina Water did correct the problem quickly. However, stated that they would be back in a couple of weeks to repair the yard and restore the sod after the ground had settled. Just last week, we actually had our landscaper repair the yard, bringing dirt in and replacing sod. This was done at "our" expense.
- 6) Again, I cannot recall the number of times that I have turned my faucets on only not to have any water. No notice, no warning.
- 7) This most recent time that there was a problem, when the water was restored, the air in the lines was so abundant, that my entire household thought the toilets and showers were coming out of the walls the noise was so loud and awful. This cannot be good for the pipes or our fixtures.

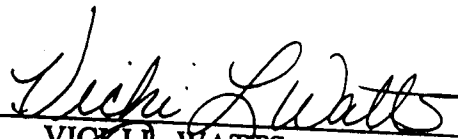


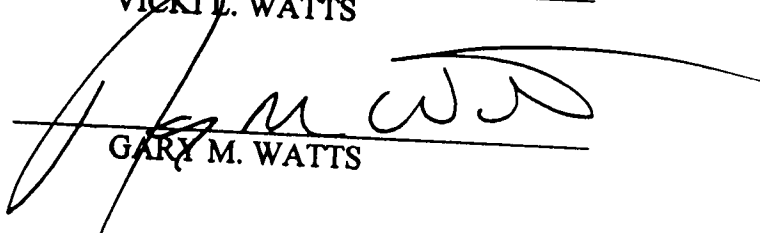


- 8) There is great concern as to what kind of damage has been done to sprinkler systems and fountains around pools. The lines carrying the water to these vessels are not nearly as strong as the larger pipes.

IT IS the aforesaid reasons that we feel STRONGLY that Carolina Water SHOULD NOT be given a rate increase, but should be investigated by DHEC and should be made to produce all records pertaining to violations to the public.

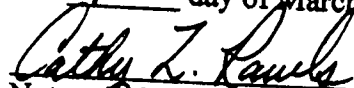
FINALLY, Carolina Water should be held accountable to produce a plan for correction of the aforementioned problems, as well as held accountable by it's customers.

  
VICKI L. WATTS

  
GARY M. WATTS

SWORN to and subscribed before me

this 9<sup>th</sup> day of March, 2007.

  
Cathy L. Pauls  
Notary Public for South Carolina

My commission expires: 4-3-2010

STATE OF SOUTH CAROLINA

COUNTY OF RICHLAND \_\_\_\_\_

AFFIDAVIT

Before me, the undersigned Notary, Laura P. Valtorta and on the 28th day of February, 2007, personally appeared before me the undersigned affiant, Maureen Petkewich, who being first duly sworn by me on his oath, deposes and states as follows:

I am opposed to a rate increase for Carolina Water Service for the following reasons:

1. Carolina Water Service recently failed to call our residence to inform us of the risk of water contamination and that a boil-water advisory was in effect. On this day, I used the water to make formula for my one-year-old daughter who was home sick at the time.
2. On a later date when water pressure was low, Carolina Water Service called to assure us that the water was safe to drink. On this same day, our water was visibly red, discolored, and clearly undrinkable.
3. Water pressure is frequently inadequate. There have been at least three times in the past two years when there was no water available for part of the day.

Maureen Petkewich

(print name) Maureen Petkewich

Sworn to and subscribed before me this 28th day of February, 2007.

Laura P. Valtorta

Notary public for South Carolina.

My commission expires: March 2, 2013

STATE OF SOUTH CAROLINA

COUNTY OF RICHLAND

AFFIDAVIT

Before me, the undersigned Notary, Laura P. Valtorta, and on the 22nd day of February, 2007, personally appeared before me the undersigned affiant, **Thomas J. Callan**, who being first duly sworn by me on his oath, deposes and states as follows:

I AM OPPOSED TO ANY RATE INCREASE FOR CAROLINA WATER SERVICE UNTIL SUCH TIME AS I RECEIVE A LEVEL OF QUALITY AND CONSISTENCY IN THE WATER SERVICE I HAVE ALREADY PAID FOR.

THE FOLLOWING REASONS ARE THE BASIS FOR MY POSITION:

- 1) IN THE PAST TWELVE MONTHS I HAVE EXPERIENCED 5 INSTANCES OF INTERRUPTED OR DEGRADED WATER SERVICE. IN 36 YEARS OF MARRIAGE MY WIFE AND I HAVE LIVED UP AND DOWN THE EAST COAST AND NEVER EXPERIENCED THE POOR QUALITY OF WATER SERVICE WE HAVE SINCE OCTOBER 2005 WHEN WE MOVED WITHIN THE CAROLINA WATER SERVICE AREA.
- 2) WATER PRESSURE OVER THIS PAST SUMMER DROPPED VERY LOW, SUCH THAT WHEN TAPS WERE TURNED ON THEY SPATTERED AND VENTED AIR AND WATER CAME OUT AT A TRICKLE.
- 3) WATER HAS OFTEN BEEN DISCOLORED/CLOUDY, WITH A DISTINCT ODOR AND LEFT RESIDUE IN SINKS, TOILETS AND A NOTICEABLE ADVERSE IMPACT ON CLOTHING PUT THROUGH THE WASHING MACHINE.
- 4) IN CONJUNCTION WITH POOR WATER QUALITY AND PRESSURE, THERE HAVE BEEN SEVERAL INSTANCES WHEN WE WERE INSTRUCTED BY CAROLINA WATER THAT WE NEEDED TO BOIL OUR WATER BEFORE WE CONSUMED IT. UNFORTUNATELY, THE MAJORITY OF THESE NOTIFICATIONS ARE NOT TIMELY NOR ARE THEY FOLLOWED BY NOTICE OF PROBLEM RESOLUTION. BAD WATER IS ONE THING, BUT NOT TO BE ADVISED IN A TIMELY MANNER BY THOSE PAID TO MANAGE THE SYSTEM PLACES US AT A HEALTH HAZZARD.
- 5) WHEN I COMPARE WHAT I PAY CAROLINA WATER SERVICE, WITHOUT REGARD TO COMPARING QUALITY OR CONSISTENCY OF SERVICE, TO THE RATE I PAY FOR A SECOND HOME I HAVE IN AUGUSTA, GA I AM DISMAYED. IN AUGUSTA FOR SERVICE FROM 12/18 - 1/29/07, WITH 3000 GALLONS OF WATER AND FULL SEWER SERVICE THE CHARGE WAS ONLY \$30.28. FOR CAROLINA WATER SERVICE DURING THE PERIOD 02/12 - 03/09/07, WITH 2660 GALLONS OF WATER AND A HYBRID SEPTIC/SEWER SYSTEM THE CHARGE WAS \$55.24. SO I PAID MORE FOR LESS FROM CAROLINA WATER SERVICE, AND DURING THIS BILLING PERIOD WE HAD A SERVICE INTERRUPTION OF HALF A DAY PLUS WATER BOILING.

(print name)

Thomas J. Callan

Sworn to and subscribed before me this 22nd day of February 2007.  
Laura P. Valtorta

Notary public for South Carolina.

My commission expires: March 2, 2013

STATE OF SOUTH CAROLINA )

COUNTY OF Pickens )

AFFIDAVIT

Before me, the undersigned Notary, Laurie Huggins, on the 17 day of February, 2007, personally appeared the undersigned affiant, Jack A. Stewart, who being first duly sworn by me on his/her oath, deposes and says the following:

1. I am a resident of the aforementioned county and reside at 133 Forty Love Point, Chapin SC, 29036. Carolina Water Service ("CWS") provides the water service for my residence.
2. I believe CWS should not receive the rate increase it requested of the Public Service Commission in the fall of 2006 because of the following recurring problems or concerns with the water service CWS provides: Water pressure is consistently an issue. Stains from the water provided by CWS exist in my kitchen, laundry and bathrooms. I am unable to remove some of the mineral deposits with any success. I have used Tilex, vinegar solutions and CLR. We are unable to wash our cars with this water as it leaves terrible spots.
3. I have attempted to contact CWS to remedy one or more of the aforementioned problems, with little to no success. List dates and contact names of CWS representatives if available: Shortly after moving here in May 2000 I contacted CWS in regards to the pressure issue. They came out and placed a meter on my service to track the pressure. While this was not entirely successful because the meter was in disrepair and the rain affected the report. However, with just the bit of information we could see the pressure was shown in the single digits. No one ever addressed this issue. We have also called about several times when the water turned dark, was full of air bubbles and when there became a boil water advisory without any notice.

Jack A. Stewart  
Print Name: Jack A. Stewart

Subscribed and sworn to before me  
This 17 day of February 2007.

Laurie Huggins  
Notary Public  
For the State of South Carolina  
My commission expires: 5-26-08

STATE OF SOUTH CAROLINA )

COUNTY OF Richland )

AFFIDAVIT

Before me, the undersigned Notary, Laura Higgins, on the 9th day of February, 2007, personally appeared the undersigned affiant, Chris Miller, who being first duly sworn by me on his/her oath, deposes and says the following:

1. I am a resident of the aforementioned county and reside at 208 MATCH POINT DRIVE, Chapin, SC, 29036. Carolina Water Service ("CWS") provides the water service for my residence.
2. I believe CWS should not receive the rate increase it requested of the Public Service Commission in the fall of 2006 because of the following recurring problems or concerns with the water service CWS provides: LOW QUALITY + PRESSURE. LACK OF MINERAL DEPOSITS. MAXIMUM WATER PRESSURE IS 42 PSI. LOW WATER SUPPLY IN THE SUMMER IS ALSO A CONCERN
3. I have attempted to contact CWS to remedy one or more of the aforementioned problems, with little to no success. List dates and contact names of CWS representatives if available: LOW WATER PRESSURE AT BOTH RESIDENCES IN 40 LOVE POINT. 109 RACKET RD BEING THE FORMER HOUSE.

[Signature]  
Print Name: Chris Miller

Subscribed and sworn to before me  
This 9 day of February 2007.

[Signature]  
Laura Higgins, Notary Public  
For the State of South Carolina  
My commission expires: 5/26/08

STATE OF SOUTH CAROLINA )

COUNTY OF Richland )

AFFIDAVIT

Before me, the undersigned Notary, Brian Robbins, on the 9 day of February, 2007, personally appeared the undersigned affiant, Elizabeth Bonman, who being first duly sworn by me on his/her oath, deposes and says the following:

1. I am a resident of the aforementioned county and reside at 320 Forty Love Point, Chapin, SC, 29036. Carolina Water Service ("CWS") provides the water service for my residence.
2. I believe CWS should not receive the rate increase it requested of the Public Service Commission in the fall of 2006 because of the following recurring problems or concerns with the water service CWS provides: poor water pressure, poor service, poor quality of water (discoloration of fixtures in all bathrooms).
3. I have attempted to contact CWS to remedy one or more of the aforementioned problems, with little to no success. List dates and contact names of CWS representatives if available:

Elizabeth Bonman  
Print Name: Elizabeth Bonman

Subscribed and sworn to before me  
This 9th day of February 2007.

Brian Robbins  
Notary Public

For the State of South Carolina

My commission expires: Sept. 1, 2015

STATE OF SOUTH CAROLINA )

COUNTY OF Richland )

AFFIDAVIT

Before me, the undersigned Notary, Laurie Huggins, on the 10 day of February, 2007, personally appeared the undersigned affiant, Nancy Williamsen who being first duly sworn by me on his/her oath, deposes and says the following:

1. I am a resident of the aforementioned county and reside at 228 Match Point Drive, Chapin, SC, 29036. Carolina Water Service ("CWS") provides the water service for my residence.
2. I believe CWS should not receive the rate increase it requested of the Public Service Commission in the fall of 2006 because of the following recurring problems or concerns with the water service CWS provides: intermittent low to very low pressure and no water without warning, the water has ruined my faucet fixtures with a hard as stone build up of grayish residue in water, the water ~~one~~ smells musty and the laundry is smelly even with strong detergent & fab. softener, even water drips that dry on my counter leave a white /gray residue
3. I have attempted to contact CWS to remedy one or more of the aforementioned problems, with little to no success. List dates and contact names of CWS representatives if available: I called today to complain that I had no water, again, and wanted to know why I wasn't notified the person told me I should have been by phone and verified my phone # and address on file - which was correct, but I was without water and not notified and she did not know why.

\* ALSO, I've just found out there was a "boil water" advisory today that I did not know about. My children and I are now at risk because we were not notified!

Nancy Williamsen  
Print Name: Nancy M. Williamsen

Subscribed and sworn to before me  
This 10 day of February 2007.

Laurie Huggins  
Notary Public  
For the State of South Carolina  
My commission expires: 5/26/08

COUNTY of Richland \_\_\_\_\_

Before me, the undersigned Notary, Laura P. Valtorta, and on the 29<sup>th</sup> day of March, 2007, personally appeared before me the undersigned affiant, Sarah Crowe, who being first duly sworn by me on her oath, deposed and states as follows:

I am against the rate increase request by Carolina Water Service.

The following reasons are what have influenced my opinion:

- 1) The water pressure is the lowest I've ever experienced and is even lower now in Forty Love after the addition of the Phase III houses in spite of an additional well that was supposedly added.
- 2) The cost of water through Carolina Water is astronomical and more than I've ever paid prior to moving to this area (for much less in overall quality).
- 3) The mineral content is and has always been so high that every faucet in the house is ruined including replacements from just a few years back. The residue is impossible to remove from any surface - glass or countertop.
- 4) Air bubbles, discoloration and the strange smell of the water make drinking from the tap a questionable decision so we buy water after spending an outrageous amount for water (as noted earlier).
- 5) No possibility of fire hydrants for neighborhood homes due to the lack of pressure.
- 6) Several boil water events over the years, some of which were seriously low-pressure events. We have at times received no notification of these events and others times received either a call or notice at the front entrance to the neighborhood. At best this is irritating, but possibly dangerous or at least harmful to our health.

Sarah Wells Crowe

Sarah Wells Crowe (print name)

Sworn to and subscribed before me this 29<sup>th</sup> day of March 2007.

Laura P. Valtorta, Notary Public for South Carolina.

My commission expires: March 3, 2013





C. Earl Hunter, Commissioner

*Promoting and protecting the health of the public and the environment.*

December 27, 2006

Bruce Haas  
Carolina Water Service  
PO Box 4509  
West Columbia, SC 29171

RE: Sanitary Surveys of Arrowhead Shores, Dutchman Shores, The Estates at Hilton, Hilton Place, Indian Cove, Lakewood Estates, Milmont Shores, Murray Lodge, Smallwood and Stonegate.  
System numbers 3250036, 3250021, 3250103, 3250072, 3250020, 3250005, 3250025, 3250013, 3250064, and 3250014.  
Richland and Lexington Counties

Dear Mr. Haas:

August 1, 2006, South Carolina Department of Health and Environmental Control (the Department) personnel conducted sanitary surveys of the above referenced water systems. The intent of a survey is to evaluate a public water system's ability to provide a continuous supply of safe drinking water to its customers following the guidelines established by the State Primary Drinking Water Regulations, (SPDWR R.61-51).

The enclosed sanitary survey report consists of a brief description of the system, and a list of the deficiencies that were noted during the survey, along with any general comments or recommendations concerning the water system and its operation. If you have any questions, please contact me at 896-0620. Thank you for your time and assistance. Thanks also to your staff for their assistance in these site and office inspections

Sincerely,

S. Michele Culbreath  
Central Midlands EQC District

CC: Susan Alder, DHEC Drinking Water  
Jim Raymond, Palmetto Health District  
Doug Kinard, DHEC Drinking Water Enforcement  
Karen Ramos, DHEC Drinking Water Enforcement

SOUTH CAROLINA DEPARTMENT OF HEALTH AND ENVIRONMENTAL CONTROL  
Region 3

Serving Chester, Fairfield, Lancaster, Lexington, Newberry, Richland and York Counties  
Columbia EQC Office • PO Box 156 • State Park, SC 29147 • Phone: (803) 896-0620 • Fax: (803) 896-0617 • [www.scdhec.gov](http://www.scdhec.gov)

Carolina Water Services  
December 27, 2006

## **Introduction**

On August 1, 2006, Michele Culbreath of the South Carolina Department of Health and Environmental Control conducted sanitary surveys systems described below. Present during the time of the inspections were Harry Elkins and Doug Porter of CWS and USSC. This report includes a summary of the Department's findings during the inspection. Some of the deficiencies that are noted were discussed with Mr. Dana Reeder.

## **Systems Descriptions, Findings and Deficiencies**

### **Dutchman Shores- #3250021**

**Description:**

Dutchman Shores has six (6) inactive wells, 1 master meter with the City of Columbia, and no storage.

All of the wells are offline.

The meter is located on the left side of Murray Lindler Rd. across from the Dutchman Shores entrance.

**Findings:**

1. No deficiencies found on site

*The overall rating for Dutchman Shores is 'Satisfactory'.*

### **The Estates at Hilton-#3250103**

**Description:**

The Estates at Hilton has one (1) well and 7,500 gallons of pressurized storage.

Well one (1) is located Across from 129 Hilton View Drive.

The tank is located next to the well.

**Findings:**

1. Item #1: Quantity- The well began to go dry this summer. The well began to break suction sometime in the middle of the summer. The pump was dropped lower into the well and the problem persisted. The pump was then made to pump fewer gallons per minute, which seemed to help the problem. Please let this office know what the long-term solution will be for this water system. If the area has another dry summer or even a drought, this system will experience the same problem as this summer. Only taps that are already approved can be completed. No new phases will be approved until the water quantity issue is resolved.
2. Item #27: Storage maintenance- The tank is rusty and must be painted.

*The overall rating for The Estates at Hilton is 'Unsatisfactory'.*

### **Hilton Place- #3250072**

**Description:**

Hilton Place has two (2) wells, and 7,500 gallons of pressurized storage.  
The hydro pneumatic tank is located next to 143 Killian Point Road.  
Well one (1) is located behind 143 Killian Point Road.  
Well two (2) is located next to 143 Killian Point Road.

Findings:

1. No deficiencies at the wells.

According to our file, this system has 34 taps and the maximum allowable number of taps is 33. Please do not add any more taps to this system without approval from the Department. Please contact Shawn Clarke at 898-3544 for any permitting issues.

*The overall rating Hilton Place is 'Satisfactory'.*

**Indian Cove- #3250020**

Description:

Indian Cove Subdivision has two (2) wells and 5,000 gallons of pressurized storage.  
The hydro pneumatic tank is located next to 104 Indian Cove Rd.  
Well one (1) is located across from 176 Indian Cove Rd.  
Well two (2) is located in front of 104 Indian Cove Rd.

Findings:

1. Item #1: Quantity- This system has had water production issues in the summer months in the past. The Department has received a preliminary Engineering Report for a test well.

*The overall rating for Indian Cove is 'Satisfactory'.*

**Indian Fork/ Forty Love- # 3250066**

Description:

Indian Fork/ Forty Love has eight (8) wells and 33,000 gallons of pressurized storage.  
A 10,000-gallon hydro pneumatic tank is located at the entrance to Indian Fork.  
A 10,000-gallon hydro pneumatic tank is located in the boat storage area.  
A 6,500-gallon hydro pneumatic tank is located in the boat storage area.  
A 6,500-gallon hydro pneumatic tank is located next to the tennis courts in Indian Fork.  
Well one (1) is located on the left side of the entrance to Indian Fork and is currently offline.  
Well two (2) is located on Island Trail at Hidden Cove  
Well three (3) is located at the tennis courts in Indian Fork and is currently offline.  
Well four (4) is located on the right of Island Trail and is currently offline.  
Well five (5) is located on the left side of Hiller Rd. next to the chemical room.  
Well six (6) is located on the left side of Hiller Rd. beyond well 5.  
Well seven (7) is located across from 5& 6 down a dirt Rd.  
Well eight (8) is located beyond well 7 and is currently offline.

Findings:

1. Item #1: Quantity- This system has had problems with air in the lines this year during the summer months. Well seven was breaking suction at the time of the survey causing the air in the lines. Well two was put back online to try and alleviate the air issue. Also, well eight has been offline due to some difficulties and was scheduled to be fractured. Please advise this office in writing the long-term solution for the problems with this system.

*The overall rating on this system is 'Needs Improvement.'*

#### **Lakewood Estates- #3250005**

##### **Description:**

Arrowhead Shores has one (1) well and 5,000 gallons of pressurized storage.

The hydro pneumatic tank is located at well one (1).

Well one (1) is located at the corner of Arrow Shores Road and Arrow Shores Circle.

Lakewood Estates has two (2) wells, and 15,000 gallons of pressurized storage.

The hydro pneumatic tank is located on the right side of Newberry Lane.

Well one (1) is located on the right side of Newberry Lane.

Well two (2) was located next to 404 Lakeview and has been abandoned.

Smallwood has two (2) wells and 15,000 gallons of pressurized storage.

The 15,000-gallon hydro pneumatic tank is located on the right of Smallwood Dr. down a dirt road.

Well one (1) is located to the right of Smallwood Dr beyond tank.

Well two (2) is located to the right of Smallwood Dr. beyond well 1.

##### **Findings:**

1. No deficiencies at the wells.

The systems of Arrowhead Shores, Lakewood Estates, and Smallwood, were joined together in April of 2006 to form one water system.

*The overall rating of Lakewood Estates is 'Satisfactory'.*

#### **Milmont Shores- #3250025**

##### **Description:**

Milmont Shores has three (3) wells and is using well one (1) in Stephenson's Lake. They also have 5,000 gallons of pressurized storage.

The hydro pneumatic tank is located on the right of Milmont Shores Rd.

Well one (1) is located on the right of Milmont Shores Rd next to the tank.

Well two (2) is located several feet to the right of well one (1).

Well three (3) has been abandoned.

Well one (1) at Stephenson's Lake is located on the right side of Lakeside Drive.

##### **Findings:**

1. Item #1: Quantity- Currently Milmont Shores is using one of the wells in Stephenson's Lake to make up for the low well yield from the two operating wells in Milmont Shores. This system has an approved water line to the Town of Chapin that is not currently being utilized. No more taps can be added to this system due to the fact that the use of the Stephenson's Lake well is meant to be a temporary solution to the low well yield. This office has continuously requested a permanent resolution to this situation. **Within 60 days receipt of this letter please provide this office documentation of how this situation will be permanently resolved.**

*The overall rating for Milmont Shores is 'Unsatisfactory' due to the insufficient quantity of water.*

#### **Murray Lodge- #3250013**

##### **Description:**

Murray Lodge has two (2) wells, and 5,000 gallons of pressurized storage.

The hydro pneumatic tank is located on the right side of St. Thomas St.

Well one (1) is located across from 363 St Thomas St.

Well two (2) is located behind 379 St. Thomas St.